

## **eWiSACWIS Release 5.3**

### **February 13, 2015**

Within this document you will find the release summary of eWiSACWIS (Release 5.3) system changes and enhancements. This summary includes changes that impact workflow, data entry, procedures, and reporting. Some of the changes are the result of: policy change(s), Wisconsin's Program Improvement Plan (PIP), Program Team input, and issues reported to the help desk by system users. As a direct result of user feedback, the incidents have been arranged into 4 main eWiSACWIS genres: **General Application, Financial, Provider, and Report** changes. Within these genres the incidents are grouped by topic. The intent of the change is to allow you to quickly focus in on those areas that affect your work the most. Overall, the purpose of this information is to provide users with an overview of pertinent eWiSACWIS changes. Where appropriate, "How Do I" and "Quick Reference" guides will be created and can be accessed on the eWiSACWIS Knowledge Web for more specific usage of the application and new functionality.

**Among other information, the eWiSACWIS Knowledge Web will continue to host the following:**

- **Release Notes**
- **Detailed Release Summaries**
- **Program Activity Workshop/Technical Activity Workshop (PAW/TAW) Content**
- **CPS Standards**
- **Template Mapping Documents**
- **Quick Reference Guides**
- **"How Do I" Guides**
- **Contact Information**
- **eWiSACWIS Training Videos**

## General Application

Topic	Description
<b>Assessment</b>	<p>The following changes were made to support new policy per the Memo: DSP 2014-07, Procedures for Substantiated Determination of Child Abuse and Neglect that went into effect January 1, 2015.</p> <p><b>Reviews tab</b> - This new tab automatically appears on the Initial Assessment upon supervisory approval of a <b>substantiated</b> Initial Assessment. Each substantiated maltreater is automatically inserted to the tab and timeline dates are provided as to when to send notices, and a way to record if the maltreater did or did not request a Review.</p> <p>An Override Notice of Right to Review function was added to record when a notice is returned from the Post Office as 'Undeliverable'. This override also provides a way to resend the Notice of Initial Determination and Right to Review and restart the Review timeline.</p> <hr/> <p><b>Review Details page</b> - This new page was added to document details of a Review when requested by a maltreater within the allowed timeframe. A Review can be created via the Create Review hyperlink on the Reviews tab, or from the Appeal Record page of the maltreater. The page provides: Review timelines, ability to document scheduled/rescheduled Reviews, recording of the final determination, and ability to generate associated letters and templates.</p> <hr/> <p><b>Appeals Record page</b> - The page was modified to include Review Information. A status of 'Awaiting response from maltreater' appears if no review has been started and the date is prior to the alleged maltreater response by date.</p> <p>When the date of alleged maltreater response by date has passed, a new line 'Review of Initial Determination' will be inserted per the allegation with the following status:</p> <ul style="list-style-type: none"> <li>- 'The maltreater did not request a review of the initial determination within the designated timeframe per DCF Chapter 40.'- If no Review was requested and the Final Determination (No Response) has been marked as 'Sent'.</li> <li>- 'Pending'- If a Review has been started, but no Final Determination has been made.</li> <li>- 'Upheld'- When a Final Determination has been made and approved and is 'Upheld'.</li> <li>- 'Overturned'- When a Final Determination has been made and approved and is 'Overturned'.</li> <li>- 'Voided'- When a Void has been entered for a Review.</li> </ul> <hr/> <p><b>Approval Management</b> - Per the new policy, substantiated Initial Assessments cannot be approved via Approval Management. On the page, unsubstantiated IA's will still be available to approve. The naming of the Initial Assessments on the page has also been changed to the following:</p> <ul style="list-style-type: none"> <li>- 'Initial Assessment- Sub.' for Substantiated IA's</li> <li>- 'Initial Assessment-Unsub.' for Unsubstantiated IA's</li> <li>- 'Initial Assessment-Alt.' for Alternative Response</li> </ul> <hr/> <p><b>Ticklers</b> - Three new ticklers were added for the maltreater Review process.</p> <ol style="list-style-type: none"> <li>1. <u>Create Notice of Right to Review</u> (replaces the Create Notice of Right to Hearing/Appeal)- This tickler immediately displays on the desktop upon supervisory approval of a substantiated IA for the primary worker and supervisor who approved IA. This tickler is deleted when the Initial Determination Notification is marked as 'Sent' on the IA Reviews tab.</li> <li>2. <u>Maltreater Review No Response Letter Due</u>- This tickler displays for the primary worker and supervisor 4 days prior to the due date if a</li> </ol>

	<p>Review has not been started for a Maltreater. This tickler is deleted when the Final Determination Notification is marked as 'Sent' on the IA Reviews tab, or a Review has been started.</p> <p>3. <u>Maltreater Review Determination Due</u>-Shows for the primary worker and supervisor 15 days prior to the due date if a Review has been started for a Maltreater. The tickler is deleted when the Final Determination Notification is marked as 'Sent' on the Review Details page and Review approved.</p> <p>Note:</p> <ul style="list-style-type: none"> <li>-Ticklers are not created when the maltreater is "Unknown".</li> <li>-These ticklers cannot be deleted via Tickler Management and will prevent case closure.</li> <li>-These ticklers will display as System Tasks on the new Workload Management tool.</li> </ul>
<b>Case Permanency Plan</b>	<p>The display checkboxes on the Case/Permanency Plan have been fixed and now work correctly. Unchecking the checkbox will hide parent or provider address information on the plan.</p>
<b>Desktop</b>	<p>A new Workload Management tool introduces functionality to view and manage personal and worker tasks. The workers can choose to view tasks in a calendar display or as a task list. Workers will be able to create tasks for themselves and supervisors will also be able to view/create worker tasks.</p> <p>This enhancement will be completed in several phases. Phase One (February 2015) focuses in large part on Initial Assessment tasks, although due to spill-over into other areas of the application, this is being delivered to all eWiSACWIS users.</p> <p>Users will have several new methods to view tasks in which they are responsible, or share a responsibility in the completion of the task. Information has been broken into four categories:</p> <ul style="list-style-type: none"> <li>• System Tasks - eWiSACWIS Ticklers</li> <li>• Manual Tasks - Tasks manually created by oneself or one's supervisor</li> <li>• Financial Events - tracks when pertinent financial batch processes occur</li> <li>• System Events - displays critical dates for eWiSACWIS System process (i.e. a new Release is being delivered on February 13th, 2015).</li> </ul> <p>The ultimate goal of this change is to provide users with tools that simplify their eWiSACWIS workload. Users can view their tasks in a Calendar view, with Monthly, Weekly, and Daily perspectives. Supervisors have the ability to view their tasks, or they may choose to view any case manager's tasks within their county.</p> <p>The new Task List Page provides a detailed listing of tasks and their due dates. The Task List is incorporated into each of the Calendar Views, and also has a standalone view.</p> <p>Visual cues (different colored backgrounds and fonts, special icons, and hover help) on both the Calendar and the Task List make identifying tasks a snap. Filter tools allow users to easily narrow their view to any number of combinations. For example, a case manager may wish to see all of the System Tasks that they have coming due in the next month, or they may wish to see all completed System and Manual Tasks for the last week. Supervisors may wish to view all outstanding tasks for a specific case and worker.</p> <p>As mentioned above, this initial phase focuses on Initial Assessment Tasks.</p>

	<p>The System Tasks that will display on the Calendar and the Tasks List for this initial phase are:</p> <ul style="list-style-type: none"> <li>• IA Due</li> <li>• CSE</li> <li>• RCSE</li> <li>• 30-day CANS</li> <li>• 6-month CANS</li> <li>• Maltreater Review No Response Letter Due</li> <li>• Maltreater Review Determination Due</li> <li>• Create Notice of Right to Review</li> </ul> <p>In addition to the eWiSACWIS functionality, a workload management dashboard will provide workers with an overview of their open Initial Assessment caseload. Workers will be able to access their workload management dashboard through eWiSACWIS.</p> <p>Workers with assigned Initial Assessments will be able to view:</p> <ul style="list-style-type: none"> <li>• a chart of how long their IA cases have been open, including a visual representation of whether those cases have been sent for supervisor approval;</li> <li>• a list of their current IA cases, which includes the referral date, the number of days the case has been open, the face-to-face contact result, a description of whether the safety assessment has been completed, a description of whether the IA work is completed, and a description of whether the IA is pending supervisor approval;</li> <li>• a trend chart of the worker's IA timeliness and initial face to face timeliness as compared to the statewide standard and the county's performance; and</li> <li>• a 12-month chart of the worker's open and complete IAs, and whether their IAs were completed, open and within the 60-day time period, or open and beyond the 60-day time period.</li> </ul> <p>Supervisors will have access to a chart displaying the total number of IAs held by each of their workers and the age of those IAs. Only workers will be able to see their workload performance, and supervisors will be able to view any worker within their county. Certain state workers will also be able to view the county's performance as a whole. Please note that all data within the workload management dashboard will be current as of the previous day.</p>
<b>Eligibility</b>	With the extension of out-of-home care to age 21, IV-E eligibility determinations now occur for removals that occurred via a Voluntary Transition to Independent Living Agreement (VTILA). Likewise, continued IV-E Eligibility for those that remain in care past age 18 will occur.
<b>Imaging</b>	<p>A new Imaging Category of Maltreater Review/Appeal has been added with the following Types:</p> <ul style="list-style-type: none"> <li>• Maltreater Request for Appeal Hearing</li> <li>• Maltreater Request for Review</li> <li>• Other</li> </ul> <p>Imaging is available through Create Case work, Imaging. Scanned images will appear under the associated Initial Assessment on the desktop. Images can also be accessed by a person search via the Imaging Search Utility.</p>
<b>Independent Living</b>	Changes have been made to accommodate the future roll out of regional Independent Living administration. The Basic Tab of the Independent Living Page has been modified to identify which region is responsible for the youth (until this goes into effect, the region will display as Region TBD).

	<p>A section has been added to the Basic Tab of the Independent Living Page to display scanned in IL images.</p> <p>An automated e-mail message will notify workers when a youth is approaching aging out of care and should be referred to the region for services. This message will be sent when a youth turns seventeen and a half years old and will be sent to the primary caseworker and any IL coordinators identified for the county of the out of home placement.</p> <p>A change has also been made to the distribution for Independent Living related e-mail notifications. A question has been added to the Maintain Worker page to indicate that a worker is an Independent Living Coordinator. Workers identified as Independent Living Coordinators will automatically receive Independent Living related messages for their county/site or region.</p> <p>Assignment: An assignment Type of "Independent Living" has been added and is available as a secondary assignment.</p> <p>Imaging: A new document type of "Credit Report Remediation" under "Participant Document" category has been added.</p> <p>Placement: When a child is discharged for reason of "Transfer of Guardianship" a new field will be required to document the guardianship type (Chapter 48, Chapter 54, Out of State).</p>
<b>Kinship Care</b>	<p>This report enhancement affects any user working with the SM10a31 KC report.</p> <p>In an effort to assist counties in easily identifying the age of those children being served under the Kinship Program, a new "Age" column has been added to the report. The main purpose of identifying the age of these children is to assist counties in identifying those children that have reached the age of 19. Providing this information will assist counties in establishing that all children that qualify for the extension of Foster Care will correctly have their Kinship Placement or Service changed from Kinship to an appropriate Foster Care Extension Placement or Service, and all of those that no longer qualify for extension will have their Kinship Placements or Services ended timely.</p>
<b>Templates</b>	<p><b>Notice of Initial Determination of Substantiated Child Maltreatment and Right to Request a Review (DCF-F-5035-E) NEW -</b> This template replaces the Notice of Child Maltreatment Determination and Right to Appeal (DCF-F-CFS2328-E/DCF-F-CFS2180-E). The template is launched from the new Reviews tab of the substantiated IA. Most information prefills to the template, however some fields are user entered. The name, county address, and phone number of the Supervisor who approved the IA will prefill to the template, and can be changed.</p> <p><b>Notice of Final Determination of Substantiated Child Maltreatment and Right to Request a Review (DCF-F-5038-E) NEW -</b> The template can be launched from the new Reviews tab of the substantiated IA, or Review Details page upon final determination of maltreatment. Language prefills to the template based on the final determination; when the maltreater does not respond to the Initial Determination, or when a review is held and the final determination is upheld or overturned. Most information prefills to the template; however some fields are user entered. The county name and address prefill with the county who approved the IA, but can be changed. The phone number is user entered.</p> <p><b>Notification of Initial Determination of Substantiated Child Maltreatment - Scheduled Review (DCF-F-5036-E) NEW -</b> This template is launched from the Review Details page when a Review has been scheduled. All information but the county phone number prefills to the template. The county name and address prefill with the county who approved the IA, but can be changed.</p> <p><b>Notification of Initial Determination of Substantiated Child Maltreatment - Rescheduled Review (DCF-F-5037-E) NEW -</b> This template is launched from the Review Details page when a Review has been rescheduled. All information but the county phone number prefills to the template. The county name and address prefill with the county who approved the IA, but can be changed.</p>

## Financials

### Description

## Provider

### Description

Changes were made to Private Provider records to enhance the Complaint page and related pages so it can be used more effectively for Serious Incident Reports (SIRs). Additionally, a new e-mail message will be sent to inform licensors when a new complaint or SIR has been assigned.

Changes were made to Private Provider records to support a LEAN initiative. Changes include the addition of new templates and revised templates to the License Information page, a new address type of Official Mailing Address, and new e-mail messages to identify continuation licenses.

The Facility License page was updated to account for new specialty programs/services offered/targeted groups related to the extension of out-of-home care to age 21.

## Reports

Report	Description
SM10a31 Kinship Placement Report	A new "Age" column has been added to assist users.